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Fee Freedom

Banking without fees is still available with Macquarie Credit Union. Simply follow these brief tips:

Consolidate your banking – having multiple memberships can make it easier to over-transact and therefore pay more in fees. Where possible review and reduce the number of accounts you have closing any accounts you don't use.

Use fee-free services as much as possible – visa transactions do not attract any withdrawal fees when you select the 'credit' button.

Reduce the number of withdrawals you make – think, plan ahead and withdraw larger amounts less frequently.

Take cash out when using EFTPOS – use EFTPOS to withdraw cash when purchasing goods or services. This counts as only one transaction.

Keep track of your account balances - ensure you always have sufficient cleared funds in your account to cover all withdrawals, and use an overdraft as a safety net.

Save time and money by banking online and over the phone – use internet or telephone banking to obtain balances, transfer funds between accounts and pay your bills through BPAY.

For more information on minimising fees visit macquariecu.com.au

Thanks for your Feedback!

Thank you to all our members who took time out to participate in our recent member survey. We are currently in the process of sorting through the data collected but below are just a few of the responses, (with the winning response on page 2):

Keep being yourself as expressed through your staff. Honest, helpful, cheery and thoughtful. Well done!
Elizabeth, member since 1990.

Just keep up the friendly personal service. Keep staffing to a maximum. Do not grow too big & impersonal.
Helen of Warren.

Keep up with all the latest products available at other financial institutions. Share the information with the members. Maintain low costs and high customer satisfaction.
Lachlan of Townsville.

We live in Gosford so anything that can be done over the internet or accessing transactions either via the National Bank or Post Office is what makes life easier for us. Very happy with the service we have been receiving over the years.
Erika of Gosford.



Hello and welcome to the Winter edition of the MCU News.

There has been a lot of media coverage recently about the potential threats facing Australian lenders due to adverse events

overseas. Many of these reports divide the Australian market into two categories – 'banks' and 'non-bank lenders'. MCU is not included in this category of 'non-bank lenders'.

While we are not a bank, we are, just like banks, an Authorised Deposit-taking Institution or ADI. We are subject to the same regulatory standards.

The non-bank lenders referred to in the media are non-ADI lenders and not subject to the same regulatory standards. They are typically organisations that only provide loans and cannot accept deposits.

Unlike these non-ADI lenders we do not fund the bulk of our loans from overseas. We fund our loans through our member deposits and Australian investments and we are committed to keeping money in the local community.

Because we source our funds locally we are able to keep our home loan rates low and our deposit rates high. Compare our home loan with those from the banks on page 3.

In addition to this, unlike banks, MCU exists to service the needs of our members. Our profits belong to our members and are returned through lower fees and charges, better interest rates and increased services.

The average bank customer pays \$95.63 in monthly fees and other charges¹. However, the average MCU members pays on average \$1.50 per month for fees and charges². In fact, 82.5% of more than 5,000 member accounts held at MCU are operated without being charged any monthly account fees at all³.

MCU has a policy of rewarding members for their loyalty to the Credit Union and only charging for excess transactions. We also don't, unlike other financial institutions, recoup 100% of third party service fees and charges, including non-rediteller ATMs, EFTPOS charges and cheques. In fact, we only recoup 37% of these service fees and charges.

Protecting yourself from fraud has become more and more important. Please take the time to read the information on page 4 about keeping your PIN or password safe from fraud.

We have two new additions to the MCU team, Anne and Debby. Read more about them on page 3.

Regards,

Matt Bow
General Manager

1. Data collected by Fujitsu Research in 2006. 2. Data collected by Abacus Australian Mutual's for January 2007 through to January 2008. 3. Data current as at 18 June 2008.

Credit Union News

2008 Member Survey

Thank you to all our members that completed and returned our recent Member Survey. Congratulations to Matthew Hocking, who won the \$500 Money Market account. You can read his comments below, well done Matt.

"I think the best way that the credit union can improve their service to the customer is to provide them with all the information of services they provide. A welcome package or even just a financial services package with brochures about the services that you provide would be fantastic.

A monthly e-newsletter service would also be fantastic or even a bi-annual letter to all customers advising them of what services you can offer them (I also like the idea of value adding / discounts if a customer is using two or more services). The customer service in the branches are always fantastic, and the staff are wonderful. They are a fantastic asset to your organisation."

Internet Banking Upgrade

At MCU we are committed to continuously looking at more secure ways for our members to bank online. In support of this, we have introduced yet another level of security to our Internet Banking service.

More information regarding these security enhancements will be mailed to you later this month however, if you have any questions now simply contact us on 1300 885 480.

eStatements

Would you like convenient and secure access to your statements and to help us help the environment at the same time?

You can now register to stop your paper statements and receive them online. It's not too late to register.

Contact our friendly staff on 1300 885 480 to register today.

Interest Rates

Car Loan interest rates

| Loan type | Current loan rates | Comparison rates |
|---------------------------|--------------------|------------------|
| New Car Loan | 10.10% pa | 10.12% pa* |
| New Car Loan [^] | 9.49% pa | 9.51% pa* |

Money market (e-saver)

| | |
|-----------------|----------|
| 0 < 500 | Nil % pa |
| 500 < 5,000 | 5.45% pa |
| 5,000 and above | 7.00% pa |

Interest calculated daily, paid monthly.
Rates effective 1/04/08.

Note: Terms and conditions, fees and charges may apply which are available on application, refer to Fees & Charges brochure.

Loan Interest Rates: Rates current at time of printing and do not include loans approved prior to the 1/12/05.

* Comparison rates are based on a \$25,000 loan over 5 years with monthly repayments. [^] Only applicable for the purchase of any motor vehicle with a minimum 10% deposit.

Save up to \$29,400 off your home loan!

Take out a credit union home loan today and you could save up to \$98 a month!

- ✓ No monthly account keeping fees
- ✓ No establishment fee
- ✓ FREE redraw facility
- ✓ Loan repayment insurance available

| | Interest Rate p.a. | Comparison Rate p.a.* | Monthly Repayments | Monthly savings* |
|------------------------------|--------------------|-----------------------|--------------------|------------------|
| MCU Standard Variable | 8.90% | 8.93% | \$2,081 | |
| CBA Standard Variable | 9.44% | 9.51% | \$2,173 | \$92 |
| NAB Standard Variable | 9.46% | 9.55% | \$2,177 | \$96 |
| Westpac Rocket Repay | 9.47% | 9.61% | \$2,179 | \$98 |
| ANZ Standard Variable | 9.47% | 9.52% | \$2,179 | \$98 |

With our standard variable home loan at a low 8.90% pa (comparison rate 8.93% pa*) and our Power Home Loan at an even lower 8.29% pa (comparison rate 8.83% pa*)# we can save you money now and in the future.

Visit macquariecu.com.au or phone 1300 885 480 and speak with one of our friendly loans staff.

Source: www.infochoice.com.au. Based on 'standard variable rate' data for the home loans and institutions listed. Information correct as of 18th June 2008. Note that variable rates are subject to change, and products offered may have different features and benefits. "Standard variable rate" as used in this letter has the meaning defined on the www.infochoice.com.au website. For more details please visit www.infochoice.com.au. * Comparison rates are based on a loan of \$250,000 over 25 years with monthly repayments. Terms and conditions, fees and charges apply and are available on application.

Introducing two new staff members

Anne Pascoe

Anne recently joined the MCU team as a fulltime Loans Officer and brings with her a wealth of knowledge from the Credit Union and Customer Service Industry.

Anne believes that the best part of being a Loans Officer is "finding the solution to a members financial needs, being able to be flexible when delivering a superior product for our members and walking away from an interview satisfied that I have done all I can to help a member."

She also sees the wide range of products and services offered and the flexibility in how these products are used as unique benefits of being an MCU member.

Anne says that finding a balance is the best financial advice she has ever received. "Try and pay a little extra on your loan, save a little for a rainy day and don't forget to spoil yourself occasionally."

Not only is Anne a dedicated Loans Officer but she is also a busy mother of three, so family time is very important to her when she isn't working. And when she isn't hanging out with her kids reading, camping and bushwalking are her other favourite pastimes.



Debby Walker

Debby joined the MCU team in February as our Fulltime Office Supervisor and has worked in the finance sector for more than two decades.

Debby says that the best thing about working at MCU is that "the staff and members are great! Very friendly! I enjoy the face to face contact with the members and being able to have the time to talk to and help them.

I love the fact that unlike a bank, we don't push our products on to our members. We look to identify if we have a product that suits their needs."

She believes that the best piece of financial advice she ever received was to "don't put off things just because they seem too hard. Once you get started, you usually find that it isn't as hard as you first may have thought."

Debby's self-confessed weakness is shopping! But when the funds run out, lying on the lounge with a good book, and a glass of wine is her idea of heaven.



Pen OR PIN

You now have a choice
when paying with your



Since the 4 June 2008 participating shops across Australia allow you to enter a Personal Identification Number (PIN) giving you an alternative, to make things quicker and easier. Of course, you can continue to sign as you've always done.

PIN may not be available on all cards. Visit macquariecu.com.au for more details or visit penorpin.com.au to find out more.

Don't get caught out

Protecting your PIN or password is one of the simplest ways of protecting your money against fraud. Below are some tips that may help you keep your PIN or password safe from fraud.

- DO sign your access card as soon as you receive it
- DON'T let your credit card out of your sight at anytime
- DON'T lend your access cards to anybody, or tell or show your PIN or access code to another person.
- DO use care when using your cards online - look for a small key or lock symbol at the bottom of the browser
- DO prevent anyone seeing your access card and PIN when using an ATM, EFTPOS or Internet and telephone banking
- DON'T give your card number to strangers or telemarketers who call you on the phone
- DO report the loss, theft or unauthorised use of your access card to the Credit Union or call the VISA CARD HOTLINE immediately
- DO keep a record of the access card number and the contact telephone number for your area with your usual list of emergency telephone numbers
- DO immediately notify the Credit Union when you change your address

When changing your PIN or access code

- DON'T select a PIN or code that represents your birth date or a recognisable part of your name
- DON'T write your PIN on your access card or anything that is kept near it and don't record it on your telephone or computer

After accessing secure areas for Internet Banking

- DO close your Internet Browser after logging out
- DON'T leave your computer unattended while logged into your Internet banking

In most cases if you follow the guidelines for protecting your PIN or password outlined above you will not be responsible for unauthorised transactions made on your accounts.

However in some circumstances you could still be held liable for unauthorised transactions. For example, if you unreasonably delay advising the Credit Union after you become aware of an unauthorised transaction, or if your actions directly contribute to the loss.

Remember fraud does not happen only in Australia, be just as vigilant when travelling overseas.

For more information about security please visit our website at macquariecu.com.au or call the Credit Union on 1300 885 480.

Contact Us

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To report the loss, theft or unauthorised use of your Visa Card or Redicard call the Hotline on 1800 224 004, 24 hours a day, everyday. Please also contact us to report the loss, theft or unauthorised use.

